

Original hardcopy  
Image processing

4. ITP



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# Image Processing

IP-1

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Notes



# Image Processing Market

- Object-oriented structures needed
- Compound document handling
- Integrated indexing/data base management

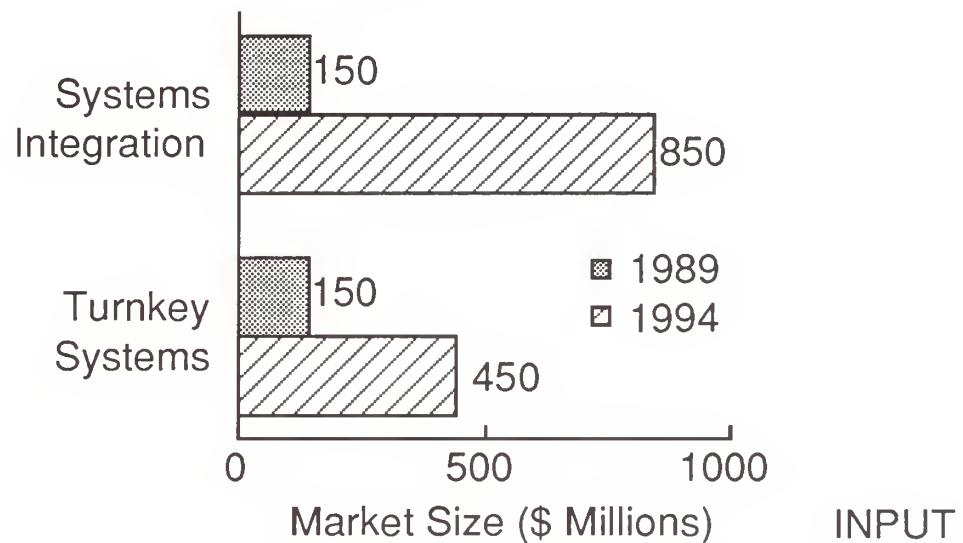
IP-2

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## U.S. Compound Document Handling Markets

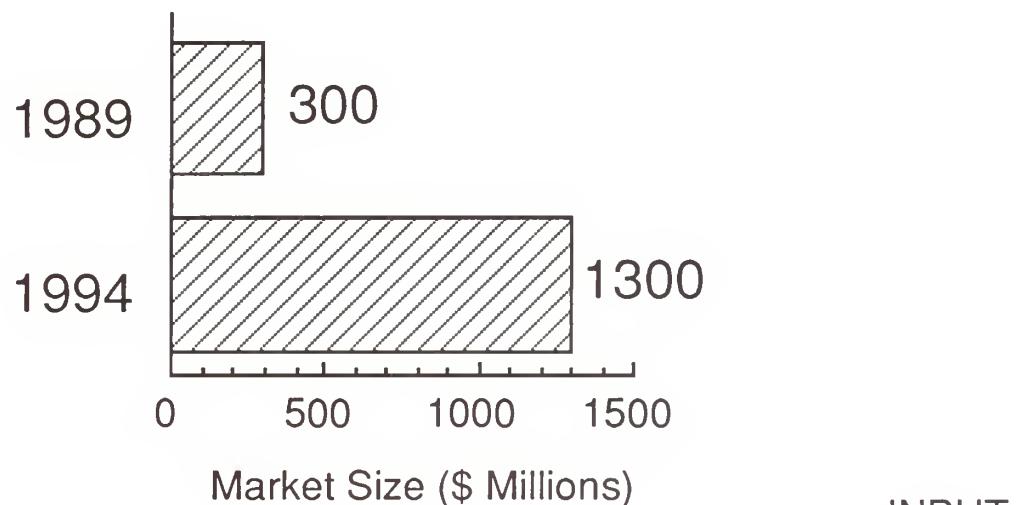


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Notes



## Image Processing Information Services Market, 1989-1994



IP-4

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# Image Processing Applications

- Automation of work-flow processes
  - Electronic audit of document transfers
  - Vendor-invoice electronic signature verification
  - Customer-relations correspondence tracking

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# Trends in Image Processing

- Initial acceptance of enterprise-wide systems
- Integrated data/text/image/voice document storage and retrieval systems
- Increasing use of fax technology

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# Trends in Image Processing

- Integrated text and graphics scanning
- Standard platforms
- Applications-driven
- ‘Image’ as part of a total IS solution

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Notes



# Image Processing Vendors

- High-end, systems integration-based applications
  - TRW
  - Litton Industries
  - IBM
  - DEC
  - American Management Systems
  - Unisys

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# Image Processing Vendors

- Mid-to-low-end turnkey system/SI solutions
  - Wang
  - Eastman Kodak
  - Filenet
  - Formtek/Lockheed

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# Evaluation Criteria

- System cost
- Technology availability
- Standards
- Communications costs
- Connectivity
- Business competition

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# Image Justification Factor

Reason	Rank
Improved customer service	1
Improved records management	2
Personnel savings	3
Media storage savings	4
Space savings	5

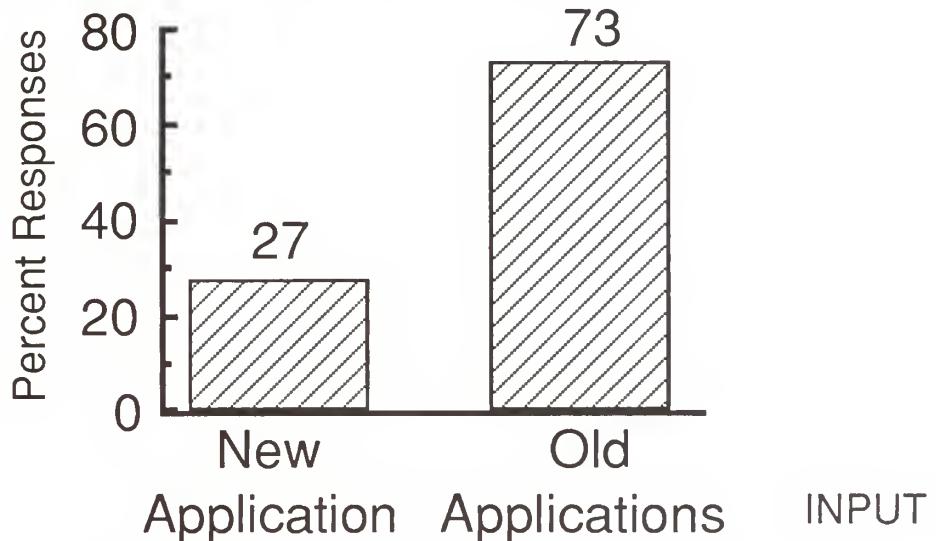
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Notes



## Image Processing New Applications vs. Augmenting Old



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Notes



## Implementation Approach by Industry—New vs. Old

Industry	Percent	
	New	Augment Old
Banking/finance	42	58
Insurance	27	73
Medical	15	85
Transportation	11	89
State/local govt.	10	90

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# Imaging Technology Budgets

	Percent of Information Systems Budgets
Technology insert	9
New systems	11

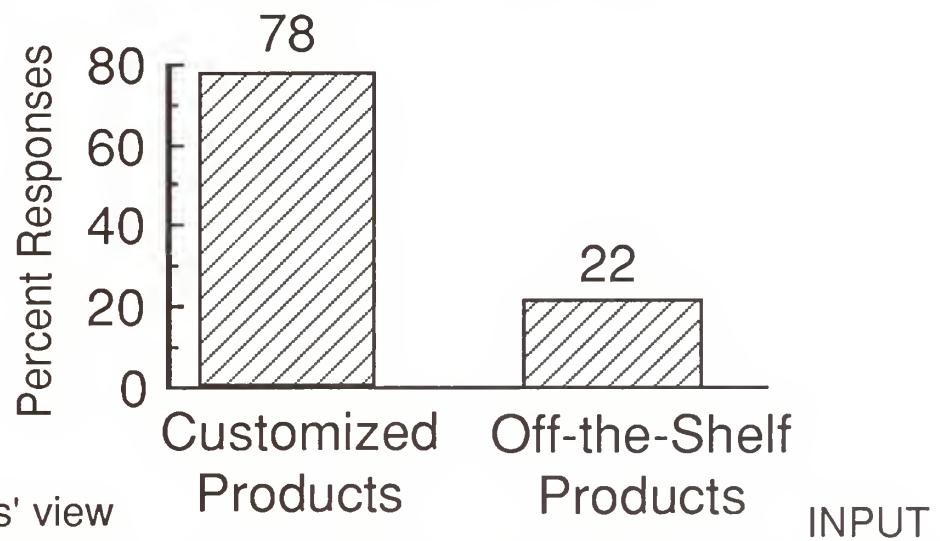
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# Product Customization Requirements



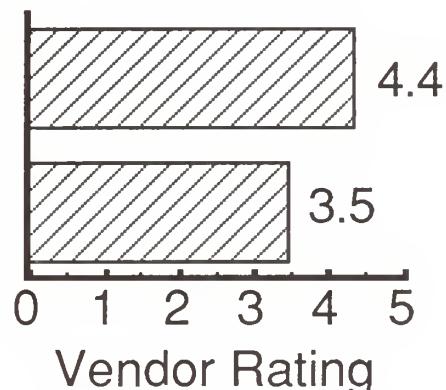
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Notes



# Technology Importance Rating

Write-Once Read-Many



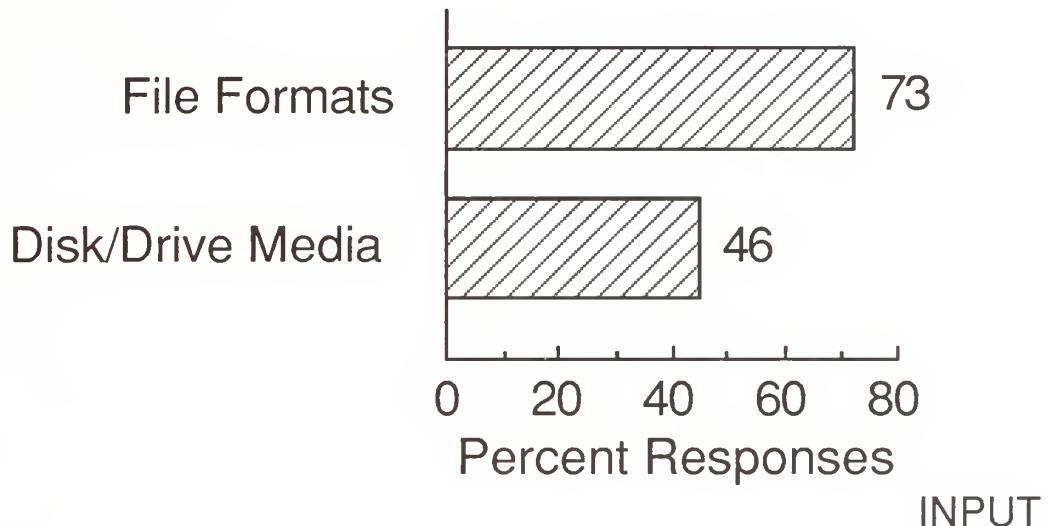
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# Image Standards Needed



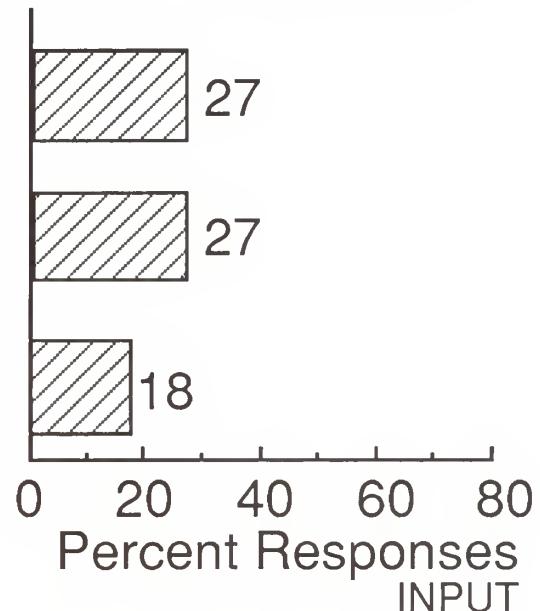
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Notes



# Image Standards Needed

Compression/Decompression Algorithms

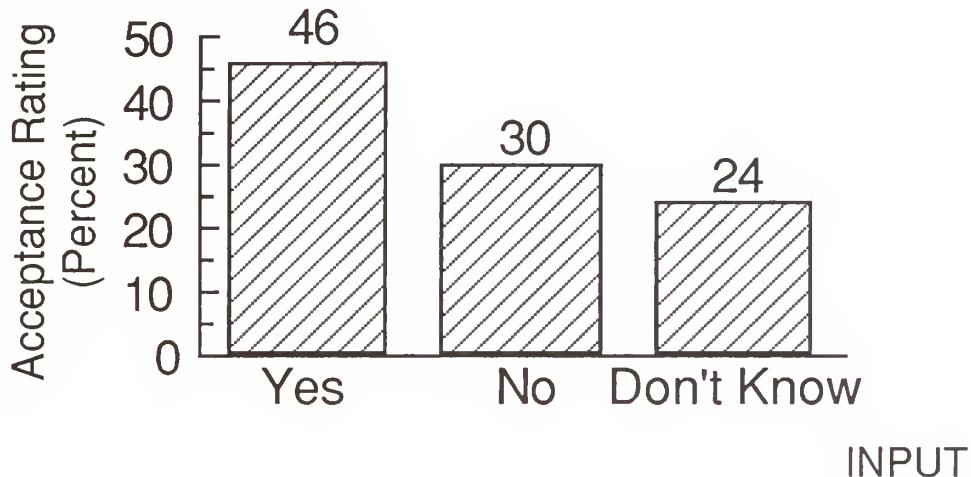


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# Electrical Images as Legal Substitutes

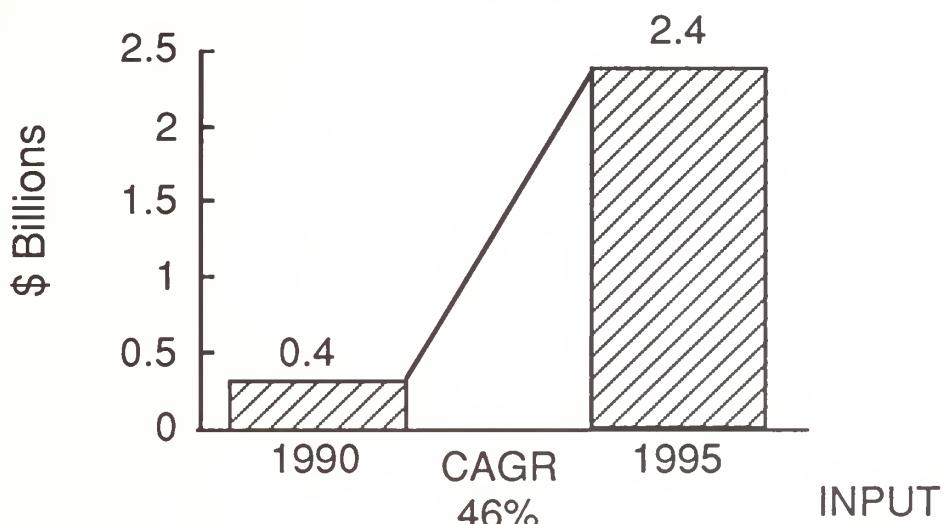


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# SI Electronic Imaging Project Expenditures, 1990-1995



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# Electronic Imaging Driving Forces

- Business competition
- Decreasing system costs
- Increasing document management costs
- Productivity/quality
- Regulatory compliance

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# Electronic Imaging Inhibiting Factors

- System cost
- Lack of image awareness
- Lack of standards
- Work flow redesign
- Product improvements needed

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# Image Alliances

Type	Mentions
OEM purchase agreement	62
Project teaming	39
Professional services	39

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# Image Alliances

Type	Mentions
Value-added reseller	31
Cooperative marketing	15
Joint development	15
Information systems OEM	15

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# Image Vertical Market Coverage

Market	Percent of Vendors
Banking/finance	79
Federal government	64
Insurance	64

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## Image Vertical Market Coverage

Market	Percent of Vendors
State/local government	57
Medical	50
Transportation	29
Manufacturing	21

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# Vendor Qualifications

Qualification	User Ranking
Implementation experience	1
Proven architecture	2
Industry knowledge	2

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# Vendor Qualifications

Qualification	User Ranking
Application knowledge	4
Program management skills	5
Image software products	6
Image hardware products	7

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# Image System Integrators

Vendor	Percent User Responses
Andersen Consulting	62
TRW	39
Integrated Automation	31

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# Image System Integrators

Vendor	Percent User Responses
IBM	23
AMS	23
Wang	23
EDS	23

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# Image System Integrators

Vendor	Percent User Responses
Grumman	15
CSC	15
Xerox	8
Oracle	8

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# Conclusions

- Imaging not new
- System costs high
- Permanent storage solution
- Customer service motivation
- Standards necessary
- Applications not new
- Legal issue not solved

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# Recommendations

- Develop industry knowledge
- Build end-user relationships
- Provide increased education

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# Recommendations

- Understand document management process
- Build strong alliances
- Establish industry standards
- Address legal issues

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